



Now that the Enrollment and change period (E&CP) is over I would like to provide the Customer Council with a brief summary of the positive changes we made prior to, and during, the E&CP. All these changes were made to improve the information available to employees and PAs.

- We released multiple reminder posters leading up to and during the enrollment and change period.
- We released multiple PA reminder updates and helpful hints for IowaBenefits leading up to and during the enrollment and change period.
- We conducted an in person ML/PA meeting prior to the E&CP.
- We implemented three new links from the HRE Benefits page specific to 2008 enrollment and change information these websites only had 2008 benefit information and were tailored to actives, retirees and cobra participants.
- We introduced iLinc E&CP presentations this year with good results. This technology will allow us to expand the number of employees we can reach while reducing time and travel costs associated with on-site presentations.
- We continued to provide onsite enrollment presentations and you will see below this service was utilized to a much greater degree this year.
- We provided updated hardcopy versions of the Employee Benefits Handbook to each department and also made this document available online.
- We released a new employee E&CP newsletter in place of the brochure we have provided in the past. We believe this document was a huge upgrade in terms of readability and design over the brochure.
- We provided numerous tools and Q&As regarding the Life Insurance Enrollment.

1. Summary iLinc Enrollment & Change Presentations

Five enrollment and change presentations were conducted using iLinc services. Below is an estimate of the number of the employees that attended the presentations.

Oct. 26 – 1:00 PM – 174

Nov. 5 – 8:30 AM – 104

Nov 6 – 1:00 PM – 103

Nov. 15 – 9:00 AM – 125

Nov. 20 – 10:00 AM – 97

Total # of attendees - 603

2. Summary On-Site Enrollment & Change Presentations

The following is a summary of the 2008 on-site enrollment and change presentations compared to the 2007 presentations.

There was tremendous growth in the number of presentations and the number of attendees this year compared last year.

- The number of scheduled presentations increased by **89.2%** in 2007. In 2006, 37 enrollment and change presentations were scheduled and, in 2007, the number of scheduled presentations was 70.
- Last year, 600 employees attended an enrollment and change presentation. This year, the number of employees attending an on-site presentation increased by 578 to **1,178**. That is a 96.3% increase in employees attending a presentation.

Enrollment & Change Presentation	2008	2007	Increase	% Increase
Number of on-site presentations scheduled	70	37	33	89.2%
Number of on-site presentations conducted *	67	35	32	91.4%
Number of different locations of on-site presentations	41	22	19	86.4%
Number of employees attending an on-site presentation	1,178	600	578	96.3%
Average number of attendees per presentation	17.6	17.1	0.5	3.0%

* Does not include sessions where no employees attended.

3. Summary of On-site Enrollment & Change Presentation Evaluations

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total
The presentation was organized in a clear and logical format.	12 4%	0 0%	3 1%	81 26%	217 69%	313 100%
The subject matter covered in the presentation met my expectations.	12 4%	2 1%	10 3%	84 27%	205 65%	313 100%
The PowerPoint slides were legible and helpful.	12 4%	2 1%	5 2%	92 30%	200 64%	311 100%

The presenter was prepared and had a good command of his subject.	12 2%	1 0%	1 0%	448 63%	249 35%	711 100%
The presenter managed his time well.	12 4%	5 2%	8 3%	76 25%	209 67%	310 100%
The presentation was helpful in understanding my benefits.	12 4%	3 1%	6 2%	80 26%	210 68%	311 100%

4. Summary of IowaBenefits Survey Results

3,509 employees responded to the survey during the 2006 enrollment period. This year, 3,988 employees responded for a 13.6% increase. The results are gratifying considering more and more departments are letting employees have access. By the end of this new plan year we hope to have all payroll systems on IowaBenefits with the exception of the U of I.

- IowaBenefits is a simple system to use to enroll in my health insurance benefits.**
89.6% of respondents either were neutral or responded positively in 2006.
90.5% of respondents either were neutral or responded positively in 2007.
- I believe that the information I provide when I use the IowaBenefits system is secure**
94.1% of respondents either were neutral or responded positively in 2006.
94.7% of respondents either were neutral or responded positively in 2007.
- I prefer making benefit changes on-line.**
79.9% of respondents either were neutral or responded positively in 2006.
81.8% of respondents either were neutral or responded positively in 2007.
- I know where to get information I need regarding my benefits.**
83.2% of respondents either were neutral or responded positively in 2006
84.3% of respondents either were neutral or responded positively in 2007.
- The State does a good job of providing information which explains how my benefits work.**
83.5% of respondents either were neutral or responded positively in 2006
84.6% of respondents either were neutral or responded positively in 2007.
- It is easy to find the information I need for enrollment on DAS-HRE's benefits webpage.**
81.5% of respondents either were neutral or responded positively in 2006
83.0% of respondents either were neutral or responded positively in 2007.
- The benefits information provided by the State during enrollment is easy to understand.**
81.7% of respondents either were neutral or responded positively in 2006
82.9% of respondents either were neutral or responded positively in 2007.
- The benefits information provided by the State is helpful in making benefit decisions.**
86.0% of respondents either were neutral or responded positively in 2006
86.7% of respondents either were neutral or responded positively in 2007.